

# You Talk, We Listen:

## How NNLM SEA is Responding to Your Feedback

### Authors:

Aimee Gogan, MLIS, AHIP

*Data & Evaluation Coordinator*

*National Network of Libraries of Medicine,  
Southeastern Atlantic Region*

Erin D. Latta

*Coordinator*

*National DOCLINE Coordination Office  
National Network of Libraries of Medicine*

### Background/Objective:

The National Network of Library of Medicine (NNLM) Southeastern Atlantic (SEA) provides health information resources, continuing education, and funding opportunities to over 1000 libraries and institutions throughout the region. NNLM SEA members were surveyed to determine which services are most used, which are most beneficial, and which services may be lacking. The survey included 39 questions, 12 of which focused on education. The first step of the analysis concentrates on evaluating educational services. Results from the questionnaire will be used to improve educational offerings to network members.

### Methods:

The SurveyGizmo platform was used to survey online class participants and funding applicants from May 1, 2016 to February 13, 2018. The survey link was sent to 1,292 unique emails and 151 of those who received it completed the survey. Another 16 respondents were reached via a link on our website for a total of 167 survey responses. SurveyGizmo's standard, crosstab, and comparison reporting features were used to analyze quantitative data. To analyze qualitative data, the open-ended responses were examined, comments were grouped into themes, and the frequency of each theme was measured.

### Results:

Classes, particularly online, are very important to network members. Most survey respondents cited education as a motivating factor in joining SEA (65%) or a benefit of membership (86%). Additionally, 53% of respondents named an educational offering as their most valuable experience with SEA in the past two years.

#### You Asked For...

Changes to Moodle

More LMS CE Courses

On-Demand Education

New, interesting, courses

More Webinars !!

More classes on evidence-based practice and research data management

#### We Answered With...

Updated version of Moodle (2.6 to 3.4)

#### Upcoming LMS CE Classes:

- Will Duct Tape Cure My Warts? Examining Complementary and Alternative Medicine
- Beyond an Apple a Day: Providing Consumer Health at Your Library
- Combatting Information Fatigue: Health Information Resources for Veterans

#### Existing and new on-demand Moodle classes

- Chemicals, Drugs, and Genetics: Searching PubMed and Beyond
- Online Resources to support EBP Population Health
- Grants and Proposal Writing
- EvalBasics 1-4
- PubMed Essentials
- Serving Diverse Communities

#### Several courses are in development for 2019:

- Cyber Health
- Infographics for Librarians
- Dazzling Data Visualization

#### Upcoming Webinars

- Getting off the Ground with Graphic Medicine (11/15)
- Three presentations by SEA fundees:
  - o Health Literacy, Patient and Family Caregiver Health Literacy, Hospital Library Promotion

- Upcoming 3-part webinar series: Introduction to Evidence-Based Practice for Librarians
- NNLM Research Data Management Webinar Series
- New RDM Course: Biomedical and Health Research Data Management Training for Librarians

### Conclusions:

NNLM SEA has taken the feedback of network members into account and plans to offer classes on new topics, expand class offerings through cross-regional collaboration, and enhance existing educational programming. SEA will continue to offer the majority of classes online while maintaining opportunities for in-person instruction. In the coming years, SEA will reassess the needs of network members in the region and evolve our educational programming in response.

